

Orana Neighbourhood House

Access Key

62 Coleman Road

Wantirna South 3152

Phone: (03) 9801 1895

Website: <https://www.orananh.org.au/index.php/en/>

Version 3.0

Updated February 2021

Glossary

AFFL – Above Finished Floor Level.

TGSI - Tactile Ground Surface Indicator. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.

Guidelines

Thank you for choosing to use an Access Key for Orana Neighbourhood House.

For your Access Key to be successful, we recommend you follow these guidelines.

Access Keys are available online to help you prepare for your visit in advance.

Access Keys be read and shared in an environment free of distractions.

Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.

If sharing the Access Key with a participant, help the participant comprehend key points, consistently monitoring for level of understanding.

If sharing the Access Key with a participant, contextualised photographs can be used to summarise information and experiences.

If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.

Once the visit has taken place, revisit the Access Key to celebrate success.

Download Access Key in its entirety 29 pages in total.

Did You Know?

Orana is proudly supported by Knox City Council.

To view Knox Learning Alliance Disability Action Plan, click the following link.

<https://orananh.org.au/images/PDF/KLA-DAP-Overview-2018-2021.pdf>

Orana offers a range of programs including adult education classes, hobby and leisure courses, exercise classes and social and self-development groups for people living in our community. Our programs offer opportunities for enjoyment, learning and to develop new interests and skills in an accessible, welcoming and safe place to be.

Programs are made to be affordable.

Enrolment information, policies and procedures are available online. Please call 9801 1895 or visit our website on the following link.

<https://www.orananh.org.au/index.php/en/find-a-course>

Volunteer programs are available for work in reception or the gardens. Please call 9801 1895.

Orana has multi-purpose rooms available for hire.

Wi-Fi is available throughout. See reception for password.

Follow Orana on FB on the following link.

<https://www.facebook.com/orananeighbourhoodhouse/>

To provide feedback, please speak with reception staff or complete Orana's online contact form on the following link.

<https://www.orananh.org.au/index.php/en/contact-us>

Getting There

Orana is located near Knox City Shopping Centre and Studfield Shopping Centre.

Ventura bus 737 stops at the door on Coleman Road.

Orana is a convenient 15-minute walk from Knox City Shopping Centre.

There is a walking path from Knox City Shopping Centre leading directly to Orana. Click the following link for further information.

<https://www.google.com.au/maps/dir/Westfield+Knox,+425+Burwood+Hwy,+Wantirna+South+VIC+3152/Orana+Neighbourhood+House,+Coleman+Road,+Wantirna+South+VIC/@-37.8663031,145.2416066,16z/data=!4m14!4m13!1m5!1m1!1s0x6ad63c15f8ee2159:0x2a9bb58662bcd176!2m2!1d145.2411111!2d-37.8688889!1m5!1m1!1s0x6ad63c6d4aba20a7:0x736bed3a83576da4!2m2!1d145.2480564!2d-37.8627267!3e2>

Orana is located a convenient 10-minute walk from Studfield Shopping Centre, along Coleman Road. Click the following link for further information.

<https://www.google.com.au/maps/dir/Studfield+Shopping+Centre,+Stud+Road,+Wantirna+South+VIC/Orana+Neighbourhood+House,+Coleman+Road,+Wantirna+South+VIC/@-37.860994,145.2396409,16z/data=!3m1!4b1!4m14!4m13!1m5!1m1!1s0x6ad63c11cf676679:0xc4c83c99ec6f>

[d9cd!2m2!1d145.2402034!2d-37.8602189!1m5!1m1!1s0x6ad63c6d4aba20a7:0x736bed3a83576da4!2m2!1d145.2480564!2d-37.8627267!3e2](https://www.ptv.vic.gov.au/journey/37.8602189!1m5!1m1!1s0x6ad63c6d4aba20a7:0x736bed3a83576da4!2m2!1d145.2402034!2d-37.8627267!3e2)

For further information on how to get to Orana, visit: Public Transport Victoria on the following link.

www.ptv.vic.gov.au/journey/

Alternatively, visit Google Maps on the following link.

www.google.com.au/maps/place/Orana+Neighbourhood+House/@-37.8627267,145.2458677,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63c6d4aba20a7:0x736bed3a83576da4!8m2!3d-37.8627267!4d145.2480564

Parking

General parking for Orana is located in the Orana carpark, at the front of the centre.

Orana has one accessible parking bay.

It is located at the front of the centre.

Street parking is also available in the neighbouring streets.

No restrictions apply.

Additional general parking is available next to the tennis courts, at the rear of Orana.

Entry is via Neville street.

There is a 95 metre pathway from this carpark that leads to Orana.

It has a slight uphill gradient.

Mini bus parking is located either in the accessible parking bay or at the front of the centre, on Coleman Road.

For any further assistance with accessible parking, please call Orana on 9801 1895.

Welcome

Orana is open 9am – 3.30pm Monday to Friday.

Reception and office staff are unavailable between 1230pm – 1pm; however, the centre will remain open during these times.

An undercover area is available in the carport, to the right of the entrance door.

Reception

Orana reception is located at the front of the building.

Entry is via an accessible automated glass door.

Staff are on hand to assist with any enquiries, bookings or to provide directions.

Payments can be made at reception.

Cash or eftpos is accepted.

There is a visual Communication Board at reception to support confident communication.

Resources, brochures, books and chairs with backrests are also available in reception.

For all other enquiries, please see reception staff.

For after-hours entry, participants please speak with the course facilitator for instructions on how to access the building.

Sensory Guide Reception

Feel

- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Automated door**
- **Computers**
- **Music**
- **People**
- **Printers**
- **Telephones**

Sights

- **Bright lights**
- **Glare**

Smells

- **Food/Drink**

Staff

All staff wear yellow lanyards and name tags.

Toilets

Location - In the main building, through reception, at the end of the hallway.

Includes:

One unisex accessible toilet with artificial lighting

Manual sliding door. Door clearance 850mm with easy-to-operate internal door lock

Cubicle space 2080mm x 2360mm

Grab bars on wall to the right and behind toilet.

Folding grab bar on left of toilet. Contrast toilet seat at height 450mm AFFL with right-hand transfer.

Sink height 800mm with easy to operate lever control tap.

Two unisex toilets.

Sensory Guide Toilets

Feel

- **Different ground surfaces**
- **Heating/Cooling**

Sounds

- **Hand dryers**

- Toilet flushing
- Water running

Sights

- Bright lights
- Mirror/Reflection

Smells

- Air Freshener
- Bathroom smells
- Disinfectants

Training Room

The Training Room is located past reception, in the hallway, first door on the right.

Entry is via a manual door opening outward with an 800mm clearance.

This room has multiple uses such as exercise classes, senior groups and hospitality classes.

Chairs with backrests and tables are available and can be arranged as per room/activity requirements.

Participants are responsible for room set up and pack up.

Capacity of this room is 30 people.

There is a full commercial kitchen with a hands-free hygienic tap, fridge, microwave, oven, dishwasher and complimentary tea and coffee.

Please clearly label your belongings and respect belongings of others.

Participants with access requirements may need assistance with making hot drinks.

Please see reception staff for assistance or alternatively, use the tea/coffee station located in the hallway.

Please don't forget to pack up before you leave.

Sensory Guide Training Room

Feel

- **Breeze from fan**
- **Different ground surfaces**
- **Heating/Cooling**
- **Increased body temp - exercise classes**
- **Shared personal space**

Sounds

- **Fans humming**
- **Kitchen appliances**
- **Music**
- **On-screen presentations**
- **People**
- **Telephones**

Sights

- **Bright lights**
- **Flickering screens**
- **Oscillating fans**

Smells

- **Food/Drink**
- **Glue**
- **Paint**

Computer Lab

The Computer Lab is located past reception, in the hallway, second door on the left.

Entry is via an accessible door opening inward with a one-metre clearance.

The Computer Lab welcomes participants of all abilities.

Structured classes and learning groups run in this room.

Computers, iPad, tables, wheelchair seating and chairs with backrests are available.

Participants are welcome to bring their own iPads if preferred.

Wi-Fi is available.

Participants will be provided with a password.

A complimentary tea and coffee station is available in the hallway.

Capacity of this room is 8 – 10 people.

Sometimes, this room may be opened up and shared with the adjoining room.

The adjoining room has a kitchen.

Please don't forget to pack up before you leave.

Sensory Guide Computer Lab

Feel

- Breeze from fan
- Heating/Cooling
- Shared personal space

Sounds

- Computers
- Fans humming
- On-screen presentations
- People
- Printers
- Telephones

Sights

- Flickering screens
- Glare
- Oscillating fans

Kitchen Room

The Kitchen Room is located past reception, at the end of the hallway, third door on the left.

Entry is via an accessible manual door opening inward.

This room has multiple uses such as knitting groups, social chat groups, language groups or small hospitality classes.

Chairs with backrests and tables are available.

Capacity of this room is 8 – 12 people.

There is a kitchen with a fridge, microwave and complimentary tea and coffee.

Please clearly label your belongings and respect belongings of others.

Participants with access requirements may need assistance with making hot drinks.

Please see reception staff for assistance or alternatively, use the tea/coffee station located in the hallway.

Please don't forget to pack up before you leave.

Sensory Guide Kitchen Room

Feel

- **Breeze from fan**
- **Different ground surfaces**
- **Heating/Cooling**

Sounds

- **Computers**
- **Fan humming**
- **Kitchen appliances**
- **People**
- **Printers**
- **Telephones**

Sights

- **Bright lights**
- **Flickering screens**
- **Glare**
- **Oscillating fans**

Smells

- **Food/Drink**

The Portable

The Portable is located at the rear of the building.

This is a stand-alone building, detached from the main building.

Entry is located on the left-hand side of the main building. It is via a 20m covered access ramp with handrail.

The Portable is located at the end of this ramp.

Entry is via a manual door opening outward with a 980mm clearance.

Exercise classes and arts and crafts run in this room.

Capacity of this room is 40 people.

There is a kitchenette available with a fridge and complimentary tea and coffee.

There are chairs with backrests and tables available.

Please don't forget to pack up before you leave.

Sensory Guide the Portable

Feel

- **Different ground surfaces**
- **Heating/Cooling**
- **Increased body temp (exercise classes)**
- **Increased heart rate (exercise classes)**
- **Shared personal space**

- **Vibration**

Sounds

- **Footsteps/Stomping**
- **Music**
- **People**
- **Telephones**

Sights

- **Flickering screens**
- **Glare**

Smells

- **Food/Drink**
- **People**
- **Timber**

Gardens

There are two gardens at Orana: one at the front and the other at the back.

Access to the back garden is via an accessible pathway, located on the right-hand side of the centre.

The gardens are open during centre hours.

Participants and volunteers are welcome to come along to spend time in this relaxing space or enjoy some gardening activities.

Gardening equipment is available.

Please see staff for assistance.

Chairs with backrests and tables are available.

Additional volunteers are always welcome.

Please contact the centre on 9801 1895.

Sensory Guide Gardens

Feel

- **Change in gradient**
- **Different ground surfaces**
- **Weather**

Sounds

- **Gardening equipment**
- **People**
- **Running water**
- **Tennis (courts next door)**

- **Traffic**

Sights

- **Glare**

Smells

- **BBQ**
- **Flowers**
- **Freshly cut grass**
- **Tanbark**

Social Connectedness

Orana aims to support people to remain active and socially connected to their community by offering a mix of activities, workshops and events.

A variety of annual events run at Orana including:

Community bus trips

Senior social events

Christmas parties.

Orana participants, volunteers and guests will be sent invitations.

For more information about these events, please call 9801 1895 or contact Orana online on the following link.

<https://www.orananh.org.au/index.php/en/contact-us>

Room Hire

There are four accessible rooms available for hire at Orana.

The Training Room

A Computer Room

The Kitchen Room

The Portable Room.

These rooms are available for meetings, corporate events or training.

Included in the room hire is:

AV equipment

Laptops

Free Wi-Fi.

There is a kitchen available in every room with complimentary tea and coffee.

For more information, please see our room hire policy on the following link.

https://orananh.org.au/images/PDF/ORANA_NH_ROOM_HIRE_BOOKLET.pdf

For enquiries or to make a booking, please call 9801 1895 or contact Orana online on the following link.

<https://www.orananh.org.au/index.php/en/contact-us>

Please don't forget to pack up before you leave.

Accessibility

An internet booking system is available for some courses.

Acceptance of Companion cards.

Ramped and stepped access throughout.

Low height reception counter.

A visual Communication Board at reception.

Hearing Awareness Card at reception to support hard of hearing or Deaf visitors.

Staff available to read information if required.

Friendly helpful staff, trained in access awareness.

Pen and paper for exchanging information available at reception.

Adjustable, supportive seating with well-positioned armrests, built-in lumbar support and adjustable seat height and depth is available for flexible positioning throughout centre. Please see staff for assistance.

Accessible parking for scooter users available in the carport or main hallway.

Accessible storage area for mobility aids throughout each room.

Wide, clear internal and external walkways.

Training Room island bench at height 930mm AFFL, all other working benches at height 920mm AFFL, microwave operating height 1480mm AFFL and hands-free hygienic tap at operating height 1000mm AFFL.

Accessible tables in Computer Room.

An all ability keyboard available in Computer Room.

Accessible raised garden beds in front and back gardens.

Orana can provide some assistance to make classroom resources more accessible – please advise staff prior to attending if required.

Assistance animals welcome.

For participants who may require a break, a quiet space is available in reception or the gardens.

Seating is available.

ReadSpeak facility available on-line providing audio message about events, services and facilities.

Please click the following link.

<http://www.knox.vic.gov.au/learnlocal>

Safety

Throughout:

Doormats placed on floor at entry/exit points and throughout.

Varied terrain throughout (grass, concrete, paving stones, carpet, vinyl, wood). Some surfaces with slightly varied and uneven gradient.

No TGSI installed prior to steps or access ramps.

Signage for wet floors may be displayed.

No contrast on glass doors/windows with the exception of reception entry/exit door.

Additional lighting provided in the evening.

Handrails on steps and ramps.

No lighting on steps.

If first aid is required, please see staff.

A defibrillator is located in hallway, after reception, on the left.

Emergency exits are signed.

Reception:

Contrast markings on glass reception entry/exit door.

End of hallway flooring in main building has a change of ground surface from carpet to vinyl with a small raised edge.

Training Room:

Concrete structural pillar in centre of room.

Computer Room:

Small raised edge at entry/exit.

Portable Room:

Sloped 5-metre concrete pathway from reception to Portable Room access ramp.

Small raised edge at entry/exit.

In the event of an emergency, staff will help and direct participants and visitors. If there is to be an evacuation, participants and visitors will be directed to the nearest exit and designated assembly area.

Orana Neighbourhood House is required to meet government advice during the COVID pandemic.

Please visit the Orana website to check measures in force. Click the following link.

<https://www.orananh.org.au/index.php/en/covid-19>

Access Ability Australia

Access Keys are designed and developed by Access Ability Australia.

To view the full range of free Access Keys available, go to AAA Library on the following link.

<https://accessabilityaustralia.com/access-keys-2/>

For Access Keys in Braille or audio, please contact us on the following link.

<https://accessabilityaustralia.com/contact-us/>

Please complete our short survey to help us ensure continuous improvement on the following link.

<https://www.surveymonkey.com/r/F666XYK>

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The End.